

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post AMCONGEN GUAYAQUIL	2. Agency DEPARTMENT OF STATE	3a. Position Number A55303
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☐ No

4. Reason for Submission

- ☐ a. Redescription of duties: this position replaces
(Position Number) _____, (Title) _____ (Series) _____ (Grade) _____
- ☐ b. New Position _____
- ☐ c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	MAIL CLERK, FSN-130	6		10/24/2011
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee VACANT
8. Office / Section US CONSULATE GENERAL	a. First Subdivision MANAGEMENT SECTION
b. Second Subdivision INFORMATION PROGRAMS OFFICE	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position VACANT _____ Printed Name of Employee _____ Signature of employee Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position XXXX _____ Printed Name of Supervisor _____ Signature of Supervisor Date (mm-dd-yyyy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position XXXX _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. XXX _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)
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13. BASIC FUNCTION OF POSITION

The incumbent serves post's five agencies of nearly 90 individuals and handles expeditor duties, post's unclassified pouch & Diplomatic Post Office (DPO), communication distribution, courier escort duties, pouch customs clearance, switchboard relief duties and performs local messenger service. The incumbent will conduct him/herself professionally affording dignity and respect to all coworkers and customers. The incumbent also performs other duties as defined by the Information Programs Officer (IPO), Information Management Specialist (IMS) and the Computer Systems Manager.

14. MAJOR DUTIES AND RESPONSIBILITIES

The mail clerk must be able to drive a US Government Official Vehicle (GOV) in order to perform the expeditor, courier and mail handling duties below. The mail clerk must handle and account for up to US\$6,000 per year for small cash payments for parking, taxes and charges associated with his expeditor, courier and mail handling duties.

COURIER SERVICES -

15%

- The mail clerk is responsible for setting up all airport security procedures for the Diplomatic Courier Service (DCS) courier before, during, and after dispatch with the DAC Airport Security Department and the Airline Security Department.
- With supervision from the American staff, the mail clerk is responsible for DCS courier escort duties (meet and assist courier with Immigrations checks), assisting with language translations if needed, and the transportation of the courier material to and from the airport and Consulate.
- The mail clerk is responsible for ensuring all payments due to the carrier during expedition of the DCS courier are expediently paid and administratively processed.
- The mail clerk is responsible for ensuring all logistical matters concerning the courier – such as ticketing, seat reservations, hotel accommodations and hotel-to-airport shuttle services –are made with the Post Travel Assistant.

EXPEDITER -

30%

- The mail clerk is responsible for expediting through the airport all VIP visitors, newly arrived and departing consulate personnel and any official travelers as designated by the Consulate administration in the same manner as the DCS courier. This may also entail dealing with Ecuadorian Customs for pet transfers.
- The mail clerk serves as the liaison between Consulate, all commercial airlines and the Guayaquil Airport management regarding airport issues. This may include, but is not limited to: badge issuance (temporary and long-term), vehicle parking and personnel, property and vehicle security.
- The mail clerk must deliver the highest possible customer service to all clients and contacts in all aspects of the expediting process.

MAIL HANDLING –

45%

- The mail clerk is responsible for all logistical administration of the Consulate's incoming and outgoing official, professional and personal mail. This includes, but is not limited to: processing mail and correspondence with carriers, transportation, storage, distribution and handling of all correspondence. The incumbent is responsible for all avenues of correspondence delivery including; DPO, private commercial courier service, intra-organizational, interoffice and interdepartmental mail are included in this function.
- The mail clerk is responsible for sending all in-house mail processed through the local post office.
- The mail clerk is responsible for taking care of the Consulate's local post office box, including verification and administration of annual contract agreements.
- The mail clerk is responsible for the administration of the locally leased postage machine including routine payments and re-supply of necessary metering from the local post office.
- The mail clerk is responsible for setting up all airport clearances with Ecuadorian Customs well in advance of carrier aircraft arrival.
- The mail clerk must deliver the highest possible customer service to all clients and contacts.

TELEPHONE-SWITCHBOARD BACK-UP –

10%

- As the back-up telephone operator and receptionist, the mail clerk provides the necessary relief for the primary switchboard operator as needed.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."



15. REQUIRED QUALIFICATIONS:

- a) **EDUCATION:** Completion of secondary school is required.
- b) **PRIOR WORK EXPERIENCE:** 2 years office experience required.
- c) **LANGUAGE PROFICIENCY:** Level III, good working knowledge of English. Able to assist English-only speakers at the airport. Must be able to interpret and discern computer procedures and directives as well as airport and pouch procedures. Level IV, fluent, Spanish language skills are required. Will be tested.
- d) **JOB KNOWLEDGES:** Thorough knowledge of U.S. and Ecuadorian postal system and basic understanding of airport procedures.
- e) **SKILLS, AND ABILITIES:** Must possess a valid local driver's license type B (will be investigated to confirm if it was obtained legally). Send copy of the license for investigation. Must have good knowledge of Microsoft Applications (excel, word, e-mail, internet). Ability to lift 25 kilograms of weight and to move large heavy crates and pouch bags is mandatory.

16. POSITION ELEMENTS

- a) **SUPERVISION RECEIVED:** Receives day-to-day guidance from the IM FSN Team Leader and supervision from the Information Management Specialist.
- b) **AVAILABLE GUIDELINES:** Various Consulate standard operating procedures and guidelines. FAM instructions covering the handling of State pouch material. Geneva Convention regulations on transportation of Diplomatic Material, local and international airport security procedures, local and international customs regulations, local immigration laws and regulations.
- c) **EXERCISE OF JUDGMENT:** None, except as occasionally authorized by supervisor.
- d) **AUTHORITY TO MAKE COMMITMENTS:** None.
- e) **NATURE, LEVEL AND PURPOSE OF CONTACTS:** Working relationship with airport, postal and Consulate computer users is very important. Contacts on a working level with mail handlers, baggage personnel and security officials.
- f) **SUPERVISION EXERCISED:** None
- g) **TIME EXPECTED TO REACH FULL PERFORMANCE LEVEL:** Six Months.